PowerSun digital ballasts warranty information

3 YEAR WARRANTY

PowerSun warranties its digital ballasts to be free from defects in materials and workmanship. The warranty term is 3 full years and 2 limited years pro-rated from the date of purchase. Misuse, abuse or failure in following instructions will invalidate the coverage. PowerSun will repair or replace products covered under this limited warranty that are returned to your dealer. To request warranty service, you must return your ballast to your dealer along with your original receipt. Purchase date is based on the original sales receipt. Please save your receipt.
A copy is required for all warranty services.

TROUBLESHOOTING GUIDE

The following is a list of troubleshooting steps to follow if you are having problems with your ballast. If all of the troubleshooting techniques fail please bring your ballast back to your place of purchase to request warranty service.

IF LAMP IS NOT WORKING PROPERLY

POSSIBLE CAUSES	SOLUTIONS
LAMP LOOSE IN SOCKET	Screw lamp firmly into socket. Make sure the tab inside the socket makes proper contact with the base of the lamp. If does not fit properly, replace the socket.
INCORRECT VOLTAGE	Make sure you are using the correct input voltage with the ballast. If using incorrect voltage disconnect the ballast from the power source immediately.
DEFECTIVE OR IMPROPER WIRING	Check wiring to make sure it complies with the wiring diagrams on the ballast's label. Confirm that connections are fastened securely. If wiring a 240V ballast do not use a neutral. The correct wiring is two hot wires and a ground.
POOR ELECTRICAL CONNECTIONS	Check wiring and lamp contact with socket. Make sure the lamp cord is firmly attached to the output receptacle.
WRONG LAMP	Verify that you are using the proper wattage lamp with the ballast. To avoid malfunction of the ballast, use only lamps which comply with north american standards.
DAMAGED LAMP	Search for possible outer bulb damage, particularly where glass meets base. Lamps may have been twisted too firmly into socket. Look for broken arc tubes or loose metal parts. If so, replace lamp.